



ANN ARBOR HOUSING COMMISSION



Ann Arbor Housing Commission Tenant Charges Effective July 1, 2014

All prices are estimates developed as guidelines to assist in applying appropriate charges when the tenant is responsible for the maintenance items listed below. This list is not all inclusive, other charges may occur that are not listed here. These prices are subject to change and may vary from one community to another. **These charges will not be applied when the tenant is not responsible for the items as set forth in the lease.**



Key & Lock Changes

Lockout after 5pm on weekdays, on weekends or holidays **\$30.00**

Additional keys are issued at a cost of **\$5.00** per key and **\$5.00** for each key card.

Lock changes made at the request and expense of the tenant if keys are lost or stolen:

- Deadbolt lock replacement **\$50.00**
- Rekeying of deadbolts from lost/stolen keys **\$20.00**

Door handles missing or damaged (i.e. storm door, bathroom, bedroom passage set) **\$10.00**

Plumbing

Unclogging garbage disposal based on foreign object inside (i.e.: silverware or glass) **\$15.00**

Toilet clogged by foreign object (i.e. toothbrush, toys, food products) **Actual cost of repairs from contractor (up to \$75.00 maximum).**

Pull toilet fee (to dislodge object or check for objects) **\$15.00**

Replace toilet damaged/broken from abuse **\$75.00**

Towel bar missing or broken **\$10.00**

Water damage due to frozen water in pipe caused by tenant turning down the heat in the unit or leaving windows or doors open. Actual cost of repairs from contractor (up to \$500.00 maximum).

Hardware Items

Broken windows-Actual cost of repairs from a glass company up to **\$75 maximum**

All screens will be provided at move in. Replacement screens will cost **\$15.00 each**

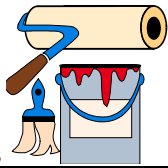
Missing Smoke detector **\$15.00**

Security dowels/window pin locks will be provided at move in. Replacement will cost **\$3.00 per window.**

Electrical Items

Fixture replacement

Mushroom light	\$15.00
Bath light	\$15.00
Basement pull-chain light	\$10.00
Ceiling fan replacement	\$30.00
Glass cover	\$5.00
Switch/Outlet Covers missing	\$3.00



Drywall Repairs

Drywall repairs will be priced according to the size of the hole being repaired at **\$10.00 per sq. foot.**

FALSE CALL

The AAHC reserves the right to charge for AAHC labor when the tenant calls for an emergency work order or repetitive routine work orders for items that are not broken, malfunctioning, or unsafe.

The charges that are listed above are subject to an additional service fee of \$15.00/hour for labor.

When placing a maintenance request, be sure to provide the following information:

- 1) YOUR NAME First and Last (spelling it out is recommended)**
- 2) A TELEPHONE NUMBER where you can be reached**
- 3) YOUR COMPLETE STREET and UNIT ADDRESS**
- 4) IF YOU HAVE A PET OR USE AN ALARM, be sure to let us know what arrangements can be made (best day and time). Pets must be secured (in a cage, locked in another room, etc.) or removed prior to entry if owner is not present during repairs.**
- 5) AS MUCH DETAIL AS YOU CAN GIVE REGARDING YOUR REQUEST.**

Incomplete messages or information will cause delays in our ability to contact you which will ultimately cause a delay in service.

If your maintenance request is incomplete (or completed but not to your satisfaction), please call and let us know.

Resident acknowledges that damage(s) beyond normal wear & tear will be charged to resident account and are due upon notice. Damages found at move out will be charged to and deducted from the security deposit. Cost of damages beyond security deposit monies will be billed to resident and will be forwarded to collection agency if not paid within 60 days of notice.

Thank you in advance for your help and cooperation!

AAHC Maintenance & Management Staff